

**LINCOLN COLLEGE  
CORPORATE SUPPORT SOLUTIONS LTD.**

**JOB DESCRIPTION**

<b>Post Title:</b>	Digital Engagement Officer	<b>Grade:</b>	CSS Scale 3
<b>Post Number:</b>	CS0385P	<b>Date:</b>	July 2019
<b>Line Manager:</b>	Digital Engagement Lead	<b>Directorate:</b>	Marketing and Communications
<b>Daily Supervision:</b>	Digital Engagement Supervisor	<b>Unit/School:</b>	Digital Engagement Team

**Job Purpose:**

Effective and customer-focused application and enrolment data collection and inputting to ensure college policy, audit and conditions of funding requirements are met.

**Principal Duties and Responsibilities:**

1. Accurate and timely processing of applications and enrolments via the College management of information system.
2. Support supervisors in data audit.
3. Support supervisors in ensuring daily and weekly tasks are completed and targets are met.
4. To support supervisors in working closely with the CIS team to ensure data quality is at the required standard.
5. To support Open Day and Welcome Day activity, out of hours when required.
6. To ensure the accurate and timely collection and inputting of destinations data.
7. To work with Student Services to ensure their data audit requirements are met.
8. To engage fully with training to enable up-to-date knowledge on funding specifications and college policies and systems.
9. To work remotely at other college campuses if and when required.
10. To accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
11. To maintain professional standards and expertise by undertaking relevant professional development.
12. To conform with the Health and Safety requirements relevant to the post.

13. To be responsible for the safeguarding and promoting the welfare of children wherever applicable within the role of Digital Engagement Officer.
14. To deal courteously and promptly with customer enquiries.
15. To assist with the validation of data by performing regular checks.
16. To ensure all information processed in a timely manner.

**NB: This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.**

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**PERSON SPECIFICATION FORM**

**Post Title:** Digital Engagement Officer                      **Grade:** CSS Scale 3  
**Post No:** CS0385P    **Date:** July 2019  
**Directorate:** Marketing & Communications                      **Unit/School:** Digital Engagement Team

<b>No.</b>	<b>Requirement</b>	<b>Proposed Selection Method *</b>
<b>Knowledge</b>		
1	5 GCSEs at C (Grade 4) or above including Maths and English	A/I
2	NVQ 3 in Customer Services / Administration	A/I
<b>Skills/Abilities – Interpersonal</b>		
3	The ability to work in a non discriminatory manner.	A/I
4	The ability to work as a member of a team	A/I
5	Good interpersonal skills	A/I
6	High level of customer care	A/I
7	Excellent telephone manner	A/I
8	Good organisational skills	A/I/T
9	Excellent verbal, written and communication skills	A/I
<b>Experience</b>		
10	Recent administration experience	A/I
11	Data input experience	A/I
12	Ability to work in a customer contact environment	A/I
<b>Work Related Circumstances</b>		
13	The ability and willingness to undertake relevant staff development.	A/I
14	The ability and willingness to work flexibly across sites and outside of normal working hours when required	A/I
<b>Skills/Abilities – Other</b>		
15	Level 2 IT skills to undertake relevant duties, i.e. Word and Excel or the willingness and ability to undertake relevant training	A/I/T
16	The ability to work using own initiative	A/I
17	Responsibility for safeguarding and promoting the welfare of children wherever applicable.	A/I

**Prepared By:** James Newall    **Date:** July 2019

**Designation:** Director of Marketing and Communications

\* **A = Application Form**

**I = Interview**

**T = Test**